

# TLID0020

## Terms & Conditions

- “If you have booked your course then you will have already accepted these terms and conditions”
- “If you book your course over the counter at one of our offices then you will be given these terms and conditions”
- “If you book over the telephone then you will receive the terms and conditions for your course in your confirmation email. Should you disagree with these terms then you will have to contact us within 24 hours of your booking for a full refund.”
- “We are not a Cricos Registered Provider and our courses are not Cricos Registered - if you are on a Student Visa you should not book this course.” All students will require a USI in order to get their Statement of Attainment (SoA), this information has been sent to you and this only takes a few minutes. You must have your USI by the end of the day / course in order to obtain the SoA.

## ONLINE

- If you do not receive your login details, then IT IS YOUR RESPONSIBILITY TO CONTACT US AS PER YOUR CONFIRMATION EMAIL. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND
- Course bookings are non-transferable to another person nor are fee paid transferable to another course
- Payment is non-refundable once payment is accepted and the course has commenced
- Course commencement is defined as when the participant has accessed their online portal OR 5 calendar days after booking their course
- Course duration is a maximum of 6 months from the date of booking, and can be completed at any point within that 6 months provided the course requirements are met
- Should the participant fail to complete the course within the 6 month time limit, the participants course will expire and will be required to book and pay for the course again
- Participants who are nearing their expiry date and do not believe they will be able to complete in time may request A SINGULAR extension of an additional 2 months for a fee of \$50. This extension must be activated BEFORE the enrolment expires
- Should the participant require additional time to complete the program then they should contact Just Careers Training as soon as they become aware of this need. In exceptional cases of undue hardship or

circumstances then the management of Just Careers Training may offer an extension at no further cost on a case-by-case basis

- Participants are required to answer all questions and/or submit all necessary paper work required to complete the course successfully. The participant will have 3 attempts at this requirement. Failure to meet this requirement will result in a result of Not Yet Competent recorded. The participant may choose to re-attempt the course for an additional payment of \$50, however, must do so by contacting Just Careers Training on 1300 558 241 within 7 days of the failed completion, otherwise a full payment is required to re-attempt the course.

Information about our appeals process can be found on our website and agreed to prior to commencement

- Participants are required to complete practical training to complete this course, Practical training may also be demonstrated through providing a supervisor report for students who have access to a workplace.
  - Supervisor Reports (if applicable) may be uploaded to the portal, or posted in. However, if submitting by post, it is recommended to take copies of the report and track the posted report. Just Careers Training accept no responsibility for items lost in post
- Participants may book in for their Phone Verification using our online booking system (for online course bookings). Once booked, the participant will receive a call from their trainer during the nominated time block. The trainer will attempt to call TWICE during this period, after which, if the participant is not reached, or is not ready, the participant will be advised that they must rebook their call by contacting the office. It is the participant's responsibility to contact the office and make this booking, and a fee of \$15 is applicable
- If a participant books their verification call without having completed all required course work, they will be contacted once via phone to advise. It is the participants responsibility to return the call if missed, and to advise our staff once they have completed any missed work
- The participant may print the Learning Materials once payment has been made and accepted by Just Careers Training, however, all materials and content on this site is protected by copyright and is owned by Just Careers Training. The participant is not permitted under any circumstances to reproduce any materials or content from this site for any other purpose other than for the use by the participant to complete the course
- Participants need to ensure that the course is completed by them and any attempts regarded as dishonest or fraudulent will result in immediate cancellation of enrolment and no refunds will be made. Just Careers

Trainings assessment methods ensure that evidence of a participants skills and knowledge is confirmed as “Authentic”

- Just Careers Training (trading as Licences 4 Work) reserves the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full, or you may reschedule with no additional fees. In such cases, Just Careers Training’s liability will be limited to the amount of fee

## FACE TO FACE CLASSROOM

- If you do not receive your confirmation email, then IT IS YOUR RESPONSIBILITY TO CONTACT US. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND OR RESCHEDULE
- Course bookings are non transferable to another person nor are fee paid transferable to another course unless you have provided more than 7 days notice.
- If a booking is cancelled by you with more than 7 days notice we will refund any fees paid
- If you cancel with more than 72 hours notice, then a \$50 administration fee per course booked will be withheld from any eligible refund
- If you cancel with less than 72 hours notice then you will lose all fees paid
- If you do not turn up on the day then you lose all fees paid, even if you contact us on the day as this falls outside the required notice periods.
- If you wish to reschedule with more than 7 days then there is no fee. This applies once only. For the second reschedule, a \$50 reschedule fee applies. You may not reschedule a third time, you will lose all fees paid and will have to book again to do the course
- If you wish to reschedule with less than 7 days but more than 48 hours notice then there is a \$50 rescheduling fee and all other amounts must be paid to secure your booking
- You cannot reschedule with less than 48 hours notice - you will lose any fees paid and have to rebook your course and pay all fees again
- If you are required to reschedule your course due to illness, you must notify us on the day and a medical certificate must be supplied by the close of business on the following day and a fee of \$25 is payable in order to reschedule your course
- If you are required to reschedule your course due to illness or any other reason, a new date must be booked in within 7 days of your original booking or you will lose all fees paid and will have to make a new booking
- On confirmation of your booking, we will send you a confirmation of enrolment by email within 48 hours

- Participants must arrive 15 minutes prior to the advertised/informed starting time
- In the event you are running 15 minutes or later, YOU WILL NOT BE ALLOWED TO ENTER there will be no refunds. You will have to book again
- If you do not have the correct ID or do not wear enclosed shoes, you will not be admitted. A rescheduling fee of \$50 applies. Please read the entry requirements carefully
- If for any reason you do not finish your course or fail your assessment and are required to attend for further day (or part day) training, then a \$50 fee will apply for that second day of training and every subsequent day. Your trainer will advise of what will be required for you to pass your course. You must complete your course within 1 month of your original booking
- Course duration is a maximum of 6 months from the date of booking, should the participant fail to complete the course within the 6 month time limit, the participants course will expire and will be required to book and pay for the course again
- Participants who are nearing their expiry date and do not believe they will be able to complete in time may request A SINGULAR extension of an additional 2 months for a fee of \$50. This extension must be activated BEFORE the enrolment expires
- Should the participant require additional time to complete the program then they should contact Just Careers Training as soon as they become aware of this need. In exceptional cases of undue hardship or circumstances then the management of Just Careers Training may offer an extension at no further cost on a case-by-case basis • Just Careers Training (trading as Licences 4 Work) reserves the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full, or you may reschedule with no additional fees. In such cases, Just Careers Training’s liability will be limited to the amount of fee
- The Statement of Attainment cannot be issued until all fees owing are paid and the USI has been provided to the office or you have an official exemption